

Enterprise Incident Report April 2012

As of 5/1/2012

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Agriculture and Food	Application Services	Martin Gonzalez	0	2	2
			0	2	2
		Assigned to Individual Total	0	2	2
			0	2	2
	Campus Networking	Jordy Davis	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Capitol Hosting	Curtis Parker	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Help Desk	Julie VanBeekum	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Metro B Help Desk	Val Shepherd	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Metro D Desktop Support	Jon Hager	6	47	53
			6	47	53

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Agriculture and Food

			High	Low	FCR Total	
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	6 6	47 47	53 53	
	Metro D Help Desk	Doug Brown	0 0	1 1	1 1	
		Assigned to Individual Total	0 0	1 1	1 1	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		Romanza Hamblin Sorensen	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	2 0	2 0	
	Voice/Data/WAN Services	Art Scott	0 0	1 0	1 0	
		Mike Johnson	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	2 0	2 0	
	Assigned Group Total		6 6	58 53	64 59	
	Customer Company Total			6 6	58 53	64 59

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Agriculture and Food

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Agriculture and Food	Application Services	Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	6 0	47 0	53 0

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Agriculture and Food

			High	Low	MIR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	60	470	530
	Metro D Help Desk	Doug Brown	00	10	10
		Assigned to Individual Total	00	10	10
	Voice Operations	Gail Christiansen	00	10	10
		Romanza Hamblin Sorensen	00	10	10
		Assigned to Individual Total	00	20	20
	Voice/Data/WAN Services	Art Scott	00	11	11
		Mike Johnson	00	10	10
		Assigned to Individual Total	00	21	21
	Assigned Group Total		60	582	642
Customer Company Total			60	582	642

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Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Agriculture and Food	Application Services	Martin Gonzalez	0 0.00	2 0.26	2 0.26
		Assigned to Individual Total	0 0.00	2 0.26	2 0.26
	Campus Networking	Jordy Davis	0 0.00	1 0.06	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	1 0.06
	Capitol Hosting	Curtis Parker	0 0.00	1 1.99	1 1.99
		Assigned to Individual Total	0 0.00	1 1.99	1 1.99
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Jon Hager	6 0.00	47 0.00	53 0.00

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Agriculture and Food

			High	Low	ATTIR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	6 0.00	47 0.00	53 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.08	1 0.08
		Romanza Hamblin Sorensen	0 0.00	1 0.09	1 0.09
		Assigned to Individual Total	0 0.00	2 0.09	2 0.09
	Voice/Data/WAN Services	Art Scott	0 0.00	1 1.41	1 1.41
		Mike Johnson	0 0.00	1 0.17	1 0.17
		Assigned to Individual Total	0 0.00	2 0.79	2 0.79
	Assigned Group Total		6 0.00	58 0.07	64 0.07
Customer Company Total			6 0.00	58 0.07	64 0.07

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Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Agriculture and Food	Application Services	Martin Gonzalez	0 0	2 1	2 1
		Assigned to Individual Total	0 0	2 1	2 1
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	6 0	47 0	53 0

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Agriculture and Food

			High	Low	MR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	60	470	530
	Metro D Help Desk	Doug Brown	00	10	10
		Assigned to Individual Total	00	10	10
	Voice Operations	Gail Christiansen	00	10	10
		Romanza Hamblin Sorensen	00	10	10
		Assigned to Individual Total	00	20	20
	Voice/Data/WAN Services	Art Scott	00	10	10
		Mike Johnson	00	10	10
		Assigned to Individual Total	00	20	20
	Assigned Group Total		60	582	642
Customer Company Total			60	582	642

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Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Agriculture and Food	Application Services	Martin Gonzalez	0 0.00	2 4.13	2 4.13
		Assigned to Individual Total	0 0.00	2 4.13	2 4.13
	Campus Networking	Jordy Davis	0 0.00	1 113.14	1 113.14
		Assigned to Individual Total	0 0.00	1 113.14	1 113.14
	Capitol Hosting	Curtis Parker	0 0.00	1 1.99	1 1.99
		Assigned to Individual Total	0 0.00	1 1.99	1 1.99
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Jon Hager	6 0.00	47 0.00	53 0.00

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Agriculture and Food

			High	Low	ATTR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	6 0.00	47 0.00	53 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.16	1 0.16
		Romanza Hamblin Sorensen	0 0.00	1 3.33	1 3.33
		Assigned to Individual Total	0 0.00	2 1.74	2 1.74
	Voice/Data/WAN Services	Art Scott	0 0.00	1 1.41	1 1.41
		Mike Johnson	0 0.00	1 1.52	1 1.52
		Assigned to Individual Total	0 0.00	2 1.46	2 1.46
	Assigned Group Total		6 0.00	58 2.24	64 2.03
Customer Company Total			6 0.00	58 2.24	64 2.03

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Detail

INC000000488078	Richard W Clark	Application	None	Proofpoint Email Security	TIR Missed: No	0.24
	Application Services	Martin Gonzalez	Agriculture and Food	Low Closed	TTR Missed: Yes	7.95
INC000000489737	Roberta Valdez	Application	Password	Gmail	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489739	Richard W Clark	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489741	Steven Wright	Remote Connectivity	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489747	Shelly Jensen	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489748	Amy Davidson	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489749	Carla Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000489877	Steven Wright	None	None	None	TIR Missed: No	0.06
	Campus Networking	Jordy Davis	Agriculture and Food	Low Resolved	TTR Missed: Yes	113.14
INC000000490271	Clark Burgess	Network	Error	Gmail	TIR Missed: No	0.29
	Application Services	Martin Gonzalez	Agriculture and Food	Low Closed	TTR Missed: No	0.32
INC000000490687	Mary Jane Vanderlinden	Application	Password	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000490697	Richard W Clark	Application	None	Proofpoint Email Security	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000491577	Nancy Betzing	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000491580	Sushma Karna	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000491584	Larry Lewis	Mobile Devices	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000491592	Sue Munteer	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000491595	Steven Wright	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

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INC000000491611	Leonard Blackham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000491893	David H Clark	None	None	None		TIR Missed: Yes	1.41
	Voice/Data/WAN Services	Art Scott	Agriculture and Food	Low	Closed	TTR Missed: No	1.41
INC000000492266	Kathleen Mathews	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000492270	Shelly Jensen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000492292	Kelly Oneida	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000493644	Carla Johnson	Telecom	Call Management	Telephone		TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Agriculture and Food	Low	Closed	TTR Missed: No	0.16
INC000000493719	Ron Davidson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000495148	Dave Daniels	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000495489	Rhonda Overman	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000495500	Tamra Watson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000495501	Marjorie Moore	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000495527	Kyle Stephens	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000495884	Therese Aschkenase	Telecom	None	Telephone		TIR Missed: No	0.17
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Resolved	TTR Missed: No	1.52
INC000000496438	Kristopher Watson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000496442	Larry Lewis	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000496446	Cathie Larsen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000496448	Trudy Casey	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

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INC000000496452	Gordon Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000497987	David Bailey	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000498082	Shelly Jensen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000498084	Rich Riding	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000499051	Leonard Blackham	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	0.00
INC000000500044	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500048	Karen Parkes	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500054	Donald Nerdin	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500061	Sherie Edginton	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500077	Rich Riding	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500110	David Bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500945	William Boyce	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500950	Linda Lewis	Application	Reporting	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500951	Rich Riding	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500953	William Boyce	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000500954	Lewis Ekstrom	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502441	Rich Riding	Network	None	None		TIR Missed: Yes	1.99
	Capitol Hosting	Curtis Parker	Agriculture and Food	Low	Resolved	TTR Missed: No	1.99

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INC000000502571	Jay Schvaneveldt	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502575	William Holt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502576	Bruce King	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502578	Bracken Davis	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502579	Richard Beckstrand	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502581	David Bailey	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000502583	Carla Johnson	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000504783	Clint Burfitt	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Agriculture and Food	Low	Resolved	TTR Missed: No	3.33
INC000000506972	Troy Forrest	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000506978	Chris Crnich	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000506986	Mohammed Sharaf	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000506994	Arlene Thatcher	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000506999	Stephen Ogilvie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000507020	Kristopher Watson	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00